

## Summary of TennCare Independent Review Requests 2020

<b>1<sup>st</sup> Quarter Total:</b>	<b>26</b>
<b>2<sup>nd</sup> Quarter Total:</b>	<b>35</b>
<b>3<sup>rd</sup> Quarter Total:</b>	<b>39</b>
<b>4<sup>th</sup> Quarter Total:</b>	<b>39</b>
<b>YTD Total:</b>	<b>139</b>

### **Amerigroup TN 1<sup>st</sup> Qtr Total – 9**

Denial Upheld: 3  
Partial: 2  
Settled for Provider: 4

**AGP 2020 Total: 52**

### **Amerigroup TN 2<sup>nd</sup> Qtr Total – 18**

Denial Reversed: 3  
Denial Upheld: 6  
Ineligible: 3  
Partial: 1  
Settled for MCC/Provider: 1  
Settled for Provider: 4

### **Amerigroup TN 3<sup>rd</sup> Qtr Total – 9**

Denial Reversed: 2  
Denial Upheld: 3  
Ineligible: 2  
Partial: 1  
Settled for Provider: 1

### **Amerigroup TN 4<sup>th</sup> Qtr Total – 16**

Denial Reversed: 3  
Denial Upheld: 2  
Ineligible: 7  
Partial: 1  
Pending: 1  
Settled for Provider: 2

### **UnitedHealthcare Plan of the River Valley 1<sup>st</sup> Qtr Total – 11**

Denial Reversed: 1  
Denial Upheld: 3  
Ineligible: 3  
Partial: 1  
Refer for Medical Assistance: 1  
Settled for Provider: 2

**UPRV 2020 Total: 36**

### **UnitedHealthcare Plan of the River Valley 2<sup>nd</sup> Qtr Total – 7**

Denial Upheld: 3  
Partial: 1  
Settled for Provider: 2  
Under \$750.00: 1

**UnitedHealthcare Plan of the River Valley 3<sup>rd</sup> Qtr Total – 9**

Denial Upheld: 4  
Ineligible: 1  
Partial: 1  
Settled for Provider: 3

**UnitedHealthcare Plan of the River Valley 4<sup>th</sup> Qtr Total – 9**

Denial Upheld: 1  
Ineligible: 3  
Pending: 3  
Refer for Medical Assistance: 1  
Settled for Provider: 1

**UnitedHealthcare Plan of the River Valley Medical Advantage SNP 3<sup>rd</sup> Qtr Total – 1\***

Ineligible: 1\*

**Volunteer State Health Plan 1<sup>st</sup> Qtr Total – 6**

**VSHP 2020 Total: 50**

Denial Reversed: 4  
Partial: 1  
Refer for Medical Assistance: 1

**Volunteer State Health Plan 2<sup>nd</sup> Qtr Total – 10**

Denial Reversed: 1  
Denial Upheld: 5  
Partial: 1  
Settled for Provider: 3

**Volunteer State Health Plan 3<sup>rd</sup> Qtr Total – 20**

Denial Upheld: 9  
Ineligible: 1  
Partial: 5  
Settled for Provider: 5

**Volunteer State Health Plan 4<sup>th</sup> Qtr Total – 14 (15)**

Denial Upheld: 3  
Partial: 1  
Pending: 1  
(Opened in Error: 1)  
Refer for Medical Assistance: 5  
Settled for Provider: 4

Provider Types Submitting Independent Review Requests in 1<sup>st</sup> Quarter 2020:

<u>Hospital:</u>	<u>19</u>
<u>Physician:</u>	<u>3</u>
<u>Transportation</u>	<u>4</u>

Provider Types Submitting Independent Review Requests in 2<sup>nd</sup> Quarter 2020:

<u>Hospital:</u>	<u>30</u>
<u>Physician:</u>	<u>4</u>
<u>Transportation</u>	<u>1</u>

Provider Types Submitting Independent Review Requests in 3<sup>rd</sup> Quarter 2020:

<u>CMHC:</u>	<u>1</u>
<u>Hospital:</u>	<u>34</u>
<u>Nursing Facility:</u>	<u>3</u>
<u>Physician:</u>	<u>1</u>

Provider Types submitting Independent Review Requests in 4<sup>th</sup> Quarter 2020:

<u>CMHC:</u>	<u>4</u>
<u>DME:</u>	<u>1</u>
<u>Hospital:</u>	<u>27</u>
<u>Nursing Facility:</u>	<u>5</u>
<u>Physician:</u>	<u>2</u>

\* Independent Review of claims disputes is only available for TennCare Program services.